

Office of Consumer and Family Affairs, Revisited

By Helena Ditko, Director, Office of Consumer and Family Affairs



In suite 502 at LACDMH HQ, you will find a little haven in the Office of Consumer and Family Affairs (CFA). Consumers and families can make a stop here when they need help; a voice to express their needs, direction about where to go next, general mental healthcare information or dialogue about the services provided at LACDMH.

The Office of Consumer and Family Affairs was previously identified as two separate offices – Consumer Affairs, as Empowerment & Advocacy and Family Engagement. The two met and married under one roof in August of 2014 to provide conversation, information, education and inspiration. Unlike the Patients’ Rights Office, which corrects error and investigates the violation of rights of consumers, the Office of Consumer and Family Affairs is here to give quality improvement to mental health services.

Of the many services that the Office of CFA provides, including administering bi-annual satisfaction surveys from consumers and families for the LACDMH Executive Management Team, producing the Hope and Recovery Conferences, supporting NAMI programs, Client Coalition event coordination, Family Psycho Education trainings for staff, countywide NAMI Walks event coordination, special assignments from Dr. Southard, Quality Improvement trainings and response to individual family calls, the Office is a touchstone for all of the age bureaus to give a voice to family members and consumers in many countywide meetings. Being that voice, staff listen in detail to concerns of consumers and family members, so that we can all work together to improve the services provided in our system.

Stop by our little haven, suite 502 at HQ, and get a little encouragement for everyone on the road to hope, wellness and recovery.